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Massachusetts State 911 Department Newsletter

Farewell Gentlemen

At a meeting of the State 911 Commission held on June 23, 2015, the State 911 Department said goodbye to two long-term State 911 Commission members – Gerald Dio, Worcester Fire Chief and a nominated representative of the Massachusetts Fire Chiefs Association, and Peter Thomas, Chief of Emergency Communications for the Barnstable County Sheriff and the nominated representative of the Emergency Medical Care Advisory Board (EMCAB).

Chief Dio provided valuable advice and input on important matters of public safety during his many years of service, with a particular emphasis on issues of importance to the fire services community.

Director Thomas, who also served as the Vice Chair of the State 911 Commission and as a member of the Standards Committee, was instrumental in assisting with the State 911 Department's successful efforts to introduce its emergency medical dispatch and quality assurance of emergency medical dispatch programs.

At the meeting, State 911 Department Executive Director, Frank Pozniak, presented Director Thomas and Chief Dio with plaques as a sign of appreciation for their many years of dedicated and loyal service to the advancement of 9-1-1 in the Commonwealth of Massachusetts. Several other State 911 Commission members also recognized Chief Dio and Director Thomas for their extraordinary contributions and efforts over their years of service. We wish them all the best upon their retirement.



With sincere gratitude for his service, it is with mixed emotions that we are announcing that Thomas Ashe (pictured above) has left the State 911 Department to become the Chief Deputy of Emergency Communications for the Barnstable County Sheriff. For more than 10 years Tom was an invaluable asset to the State 911 Department (and its predecessor—SETB), the State Commission, and the 9-1-1 community. He consistently provided necessary technical, operational, and general 9-1-1 support. He will be sorely missed. We wish him the best in his new position!



Updates from our Systems Division



If you have any work scheduled at your PSAP such as renovating the dispatch area or moving to a new location, please be sure to notify Jeff Jeffers at jeff.jeffers@state.ma.us of any such work. We are requesting this notification as we need to ensure this work is coordinated with the Next Generation 9-1-1 rollout. Thank you for your cooperation!

Next Generation 9-1-1 News Flash



PSAP Make Ready Work Has Started

Next Generation 9-1-1 make ready work has started at the training centers and the pilot sites. The make ready work includes running the necessary network cabling and doing the required electrical work. We are finalizing documents with equipment specifications and electrical requirements. You will be contacted before any work begins. Please contact Norm Fournier at 508-821-7209 if you have any questions.

Speed Dial Numbers

In preparation for the Next Generation 9-1-1 deployment, we need to get your speed dial numbers. These numbers are located in the auto dial window in the tabs behind the speed dial buttons. This is a great time to review the numbers and ensure that we have a current list. We have developed a spreadsheet to collect this information for each PSAP and will be reaching out to you before your cutover to get this information. If you have any questions on the speed dial list, you can contact Doug O'Neill at Douglas.ONeill@state.ma.us

Updates from our Fiscal Division



The State 911 Department released the FY 2016 Training Grant and EMD/Regulatory Compliance Grant on June 24, 2015. The guidelines and application can be found on our website (www.mass.gov/e911). PSAPs are reminded that the Annual Certificate of Compliance Form must be approved before awards can be made under this grant program.

The State 911 Department anticipates releasing the FY 2016 Support and Incentive Grant and the FY 2016 Wireless State Police Grant in late September 2015. The funding period is anticipated to run from October 1, 2015 through June 30, 2016. Allocations will not be pro-rated.

The State 911 Department anticipates releasing the FY 2016 Regional Development Grant in late September with an application deadline of November 1, 2015. The FY 2016 Regional Development Program funding period is anticipated to start January 1, 2016 and to extend through June 30, 2017.

The State 911 Department is pleased to welcome Cindy Reynolds to the Fiscal Division. Cindy has taken on the role of Grants Management Specialist. She may be reached at 508-821-7299 or 911DeptGrants@state.ma.us.

Updates from our Training Division



Important notice regarding a change to “Interpreter Services”

During the last week of July, the CCC will begin to remotely change the label for “Interpreter Services” located behind your “Special Services” button.

The label that now reads “Qwest” will be replaced to read “**Interpreter Services**”. Additionally, you will see a second label titled “**Interpreter Services backup**”. The backup number is for PSAPs to use in the event of a failure with the first number. This action is being taken to ensure that an interpreter service is always available for your call.

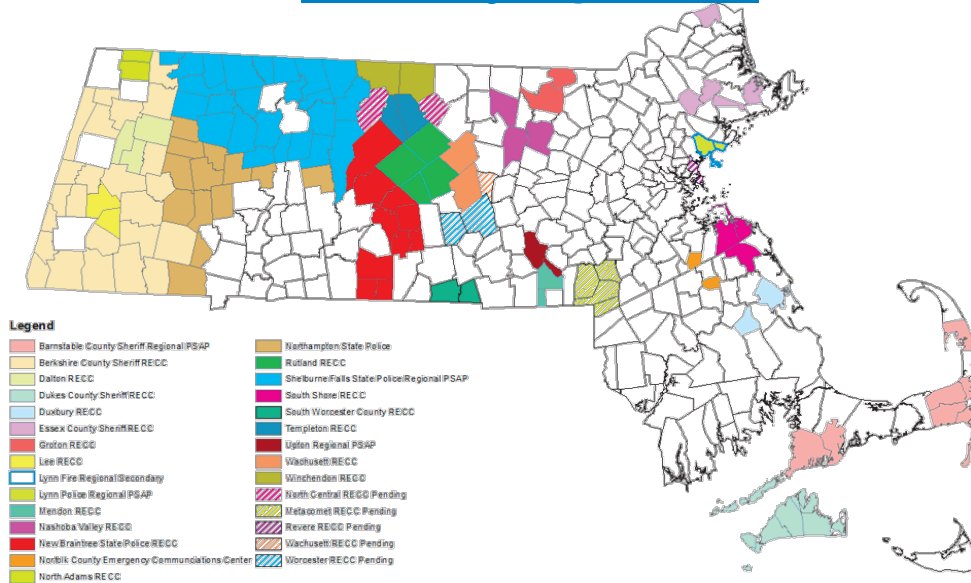
You will be contacted by the CCC when they make the change with instructions to reboot each of your positions to complete the process.

This change will have no effect on the call process when using the service.

Please contact Director of Programs, Monna Wallace, if you have questions at monna.wallace@state.ma.us

Regionalization Update

From the desk of . . .
Christine Wingfield, Regional PSAP Coordinator
(339) 224-0911 or via email
Christine.wingfield@state.ma.us



If you want to build a consolidated PSAP, begin with the basics. First, ensure that your network connectivity is in place. Second, develop a relationship with your vendors to assist in designing a combined system for components such as computer aided dispatch, records management system, radio, telephone, and fire station alerting. Third, take the time to install and test your systems before going operational. Finally, dedicating the time to the development of the governance agreement, developing working groups dedicated to operations, and establishing solid relationships with your vendors will prove to be successful in building efficiency and sustainability.

Massachusetts Equipment Distribution Program



Mass Equipment Distribution Program Field Service Advisor Chris Murphy (pictured on the left), and Mass Relay Outreach Coordinator Moira Hennessey (pictured on the right) participated in Veterans Stand Down event in Worcester on June 19, 2015. Veterans from the area were able to learn more about the two programs and the important service that they provide to Massachusetts residents.

If you would like someone from Mass Relay or Mass EDP to participate in an outreach event in your community, please contact the State 911 Department's Public Education Coordinator, Ronnie Zuniga at ronnie.zuniga@state.ma.us or by telephone at (508)-821-7205.

Massachusetts

9-1-1

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at your
fingertips.



www.mass.gov/e911



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